

28 February 2025

Te Minita mō Whānau Ora

HE PĀRONGO | AIDE MEMOIRE

Whānau Ora Commissioning Procurement – next steps

Te Puni Kōkiri contact: Grace Smit, Hautū Te Puni Rohe, Deputy Secretary Regions
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Purpose

1. This Aide Memoire provides you with an update in relation to Whānau Ora procurement discussed with you on 18 Huitanguru 2025, including the discussion for the Officials' Meeting on 3 Poutūterangi.

Background & Context

2. On 25 Hereturikōkā 2024, you authorised Te Puni Kōkiri to re-commence the paused procurement process for Whānau Ora Commissioning. We have briefed you regularly since on progress with the procurement process which is now entering its final stages.

Out of scope

Whānau Ora Contracts

9(2)(g)(i)

7. On 26 Huitanguru 2025, the chief executives of the Social Investment Agency and Te Puni Kōkiri met to discuss alignment of Whānau Ora with the evolving Social Investment approach. The chief executives' discussions also focussed on the FTE Navigator model and the flexibility to change the contract post-implementation.

Navigators are the Whānau Ora delivery mechanism

8. The dedicated Navigator resource provides a coordinated approach and a constant check that the needs and aspirations of whānau stay at the centre of service planning and delivery. It is the Navigator who builds strong relationships with and between whānau, communities, and service providers.
9. It is important to note that while the FTE Navigator model replaces previous bulk-funding, the service remains non-prescriptive and whānau-led, as envisioned by the rangatira responsible for its establishment. **Whānau** will determine what support they need (via their whānau plans) and the new funding allocations will ensure a closer reach to whānau and that more whānau can be served.

9(2)(g)(i)

11. RFP Respondents were asked to commit to a regional Navigator target, and to commit to the Outcomes Agreement which specified the navigator numbers. The updated funding and payment model in the new Outcomes Agreement is built off a foundation of fairly paid FTE Navigators servicing the highest needs communities across the country.

Legally privileged – 9(2)(h)

9(2)(h)

9(2)(h)

Next Steps for Whānau Ora Procurement

15. The Secretary for Māori Development received the RFP Recommendation Report on 27 Huitanguru 2025. Alongside the Recommendation Report was an independent probity report from Audit NZ confirming it had assessed and did not identify any material issues with the Whānau Ora Commissioning Services procurement process. In addition, Audit NZ found that the RFP Recommendation Report was “exemplar” in the level of documentation provided to support the panel’s recommendations.

Out of scope

17. As previously advised, the Secretary for Māori Development intends to brief you on a ‘no surprises’ basis prior to making a decision. This briefing will occur at the 3 Poutūterangi Officials’ Meeting.
18. Te Puni Kōkiri will then move quickly to notify all RFP respondents of selection decisions to ensure no further delay to the timeframe for conducting contract negotiations and undertaking transition activities. The service commencement date for the new Whānau Ora Outcomes Agreements is 1 Hōngongoi 2025. The detailed Whānau Ora Procurement Activity Schedule is attached to this Aide Memoire, for your information.
19. As the procurement is an operational process, queries relating to the process and selection decisions should be directed to Te Puni Kōkiri. Broader proactive communications are not planned following notifying RFP respondents as contract negotiations will then commence. Proactive communications are planned once contracts are awarded. Notwithstanding you may be asked for comment and so Key Messages for responding to media queries are attached.

Appendix One: Key Messages for responding to media queries
Appendix Two: Whanau Ora procurement activity schedule

Epiphany

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|--------------------------------------------|
| NOTED |
| Hon Tama Potaka Te Minita mō Whānau Ora |
| Date: |

Appendix One: Key Messages for responding to media queries

1. The outcome of the Whānau Ora Commissioning Services procurement process is an operational matter that sits with Te Puni Kōkiri, and all specific queries should be referred to the agency for details.
2. Whānau Ora is one of our earliest examples of devolved localised services. This Government campaigned on the need to get better return on investment and traceability of government spending. I am focussed on strengthening the foundations established by the National party over a decade ago now.
3. My priority for the Whānau Ora portfolio is to enable broader adoption of Whānau Ora as a delivery model for improving outcomes for New Zealanders most in need.
4. Those of us in Pōneke do not have all the answers, that is why we are focussing more resources to the frontline in communities, and we will continue to back communities and Iwi who are delivering results for their people on the ground.
5. Whānau Ora developed from grassroots kaupapa Māori approaches but it does not only work for Māori. A new data-driven funding model will ensure there is focus on those families and whānau who most need the support it can offer, whatever their ethnicity.

Back Pocket only if needed

6. What I do know is that Whānau Ora is bigger than any one Commissioning Agency or person, I am confident the changes will support the broader adoption of Whānau Ora as an effective delivery model.

Appendix Two: Whānau Ora procurement activity schedule

| Activity/ milestone | Date |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Briefing to Minister for Whānau Ora advising Whānau Ora Commissioning Agencies' contracts due to expire 30 June 2024 and that it is timely that Te Puni Kōkiri reconsider contracting arrangements. | 18 December 2023 |
| All Whānau Ora Commissioning Agencies' contracts extended until 30 June 2025 to allow Te Puni Kōkiri time to undertake an open procurement process. | 3-29 April 2024 |
| The Minister for Whānau Ora letter of expectations to Secretary for Māori Development, requesting all procurement activity be paused. | 26 June 2024 |
| The Minister for Whānau Ora agrees to recommence the procurement process. | 25 August 2024 |
| Letter from the Minister fWO to the Secretary for Māori Development to authorise his continued delegations for Whānau Ora NDOE | 23 October 2024 |
| Registration of Interest (ROI) issued through GETS. | Issued 4 October 2024 / closed 24 October 2024 |
| Whānau Ora Steering Committee endorses ROI Evaluation Report. 10 Respondents shortlisted for closed Request for Proposal (RFP). | 19 December 2024 |
| RFP released to shortlisted Respondents, via email. | Issued 22 November 2024 / closed 19 December 2024 |
| ROI debriefs with unsuccessful Respondents. | From 26 November 2024 |
| The RFP Evaluation Panel sign out the RFP Evaluation Report | 24 February 2025 |
| The RFP Evaluation Panel Chair provides the RFP Evaluation Report to the Chair of Whānau Ora Steering Committee | |
| Steering Committee Chair provides the RFP Evaluation Report to the Whānau Ora Steering Committee | 25 February 2025 |
| Whānau Ora Steering Committee meet and endorse the progression of the RFP Evaluation Report to the Secretary for Māori Development for his consideration and approval. | 26 February 2025 |
| Audit NZ provide Te Puni Kōkiri a final Probity Report on the Whānau Ora Procurement Process | |
| The Secretary for Māori Development and Chief Executive, Social Investment Agency meet to discuss alignment of Whānau Ora and Social Investment | |
| The Steering Committee Chair provides the Secretary for Māori Development with the RFP Evaluation Report and Audit NZ Probity Report | 27 February 2025 |
| Out of scope | |
| Te Puni Kōkiri brief Minister for Whānau Ora at weekly Officials' Meeting | 3 March 2025 |
| Secretary for Māori Development approval of RFP selection decisions. | |

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| All RFP Respondents advised whether selected as preferred Respondents | |
| Negotiation discussions related to entering into Outcome Agreement(s) with preferred Respondents, through to approval and award. | March - end April 2025 (estimated) |
| Transition Activities (for new and/or exiting Commissioning Agencies) | March – 30 June 2025 |
| Debrief meetings between Te Puni Kōkiri and unsuccessful RFP Respondents. | April/ May 2025 |
| Announcement of contracts awarded | April 2025 |
| Outcome Agreement commencement date | 1 July 2025 |

Proactively released